

Figure 1



Application No.: 09/193,833  
Title: METHOD AND APPARATUS FOR  
PERFORMING ENTERPRISE EMAIL  
MANAGEMENT  
Inventor(s): Mark Gainey  
Atty. Docket No.: 20115-06977  
Sheet 2 of 11

Attributes		
Attributes	Condition	Value
<input type="text"/>	contains	<input type="text"/>
subject	contains	redirect
<input type="button" value="New"/>		

Actions	
Action	Value
redirect	aaa@aaa.com
<input type="button" value="New"/>	

Fig. 2A



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Logo Icon Icon ?

Save Cancel Save& New Delete Spell check

Category Entry

Name: Job Inquiries

Hot Key: Job

Descriptions:

Template Text:  
Thank you for contacting us about employment. We will be getting back to you shortly.

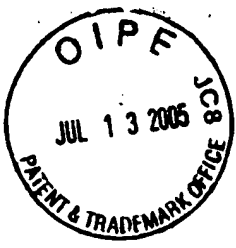
Parent Category: root

☐ Keep Thread Ownership ☐ include incoming Attachments

Recipients View Delete Attachment View Delete

To (Original sender) To (Original sender)

Fig. 2B



**Navigation Bar:** Logo, Save, Cancel, Save & New, Delete, Spell check

**Queue Entry**

Name: Amanda Sullivan

Descriptions: Sales results and inquiries

Timeout: 0 nonrulers

Reroute To: administrator

**Users**

- Ad
- administrators
- Alvin Chimunk
- Amanda Sullivan
- Anne Levin
- Andy Giosso
- BrianDevez
- Chris Chalmers

**Assigned Users**

- Mark Guensy
- Peter Smith
- Sam Sorenson

**Add**

Fig. 3

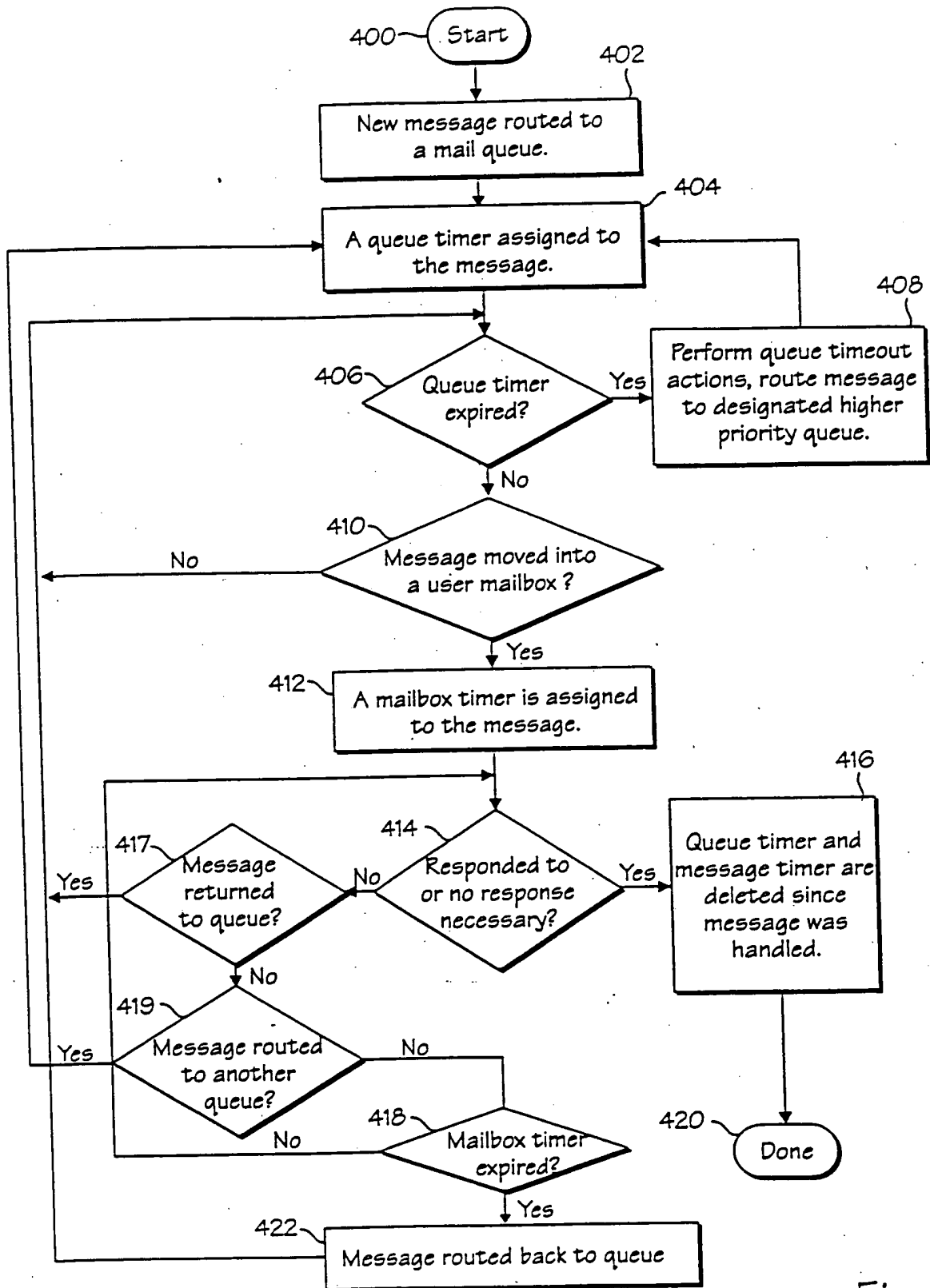
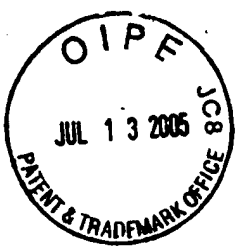

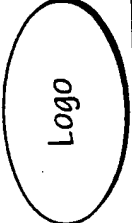





Fig. 4



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    ?

Save Cancel Save & New Delete Spell check

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User Entry

Name:

Password:

Confirm Password:

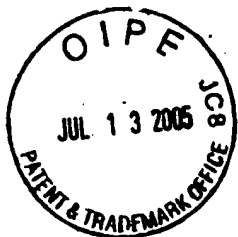
Description:

☒ Allow Administrative Functions  
☐ Vacation Mode - Mail is routed to:

Queues

Assigned Queues

Fig. 5



Logo

Icon ? Icon Icon Icon Icon Icon Icon

More New Find Sender History View Source Note Print No Answer Route Send Categorize

Mail box for Lana Bryan (10 Messages)

	From	Subject	Date	Case
<input type="checkbox"/>	Mike Sherman	Hedge Fund Investment	10/09/98 1228:12AM	4703
<input checked="" type="checkbox"/>	Chris Donohue	help!	10/09/98 1228:13AM	4704
<input type="checkbox"/>	Tracy Hector	Last Minute Changes	10/09/98 1228:14AM	4705
<input type="checkbox"/>	Tracy Hector	Job Connection?	10/09/98 1228:15AM	4706

Incoming Message

Sender history 6

From: Chris Donahue <aaa@aaa.com> General pool

To: bbb@bbb.com

Date: 10/09/98 12:38 13AM

Subject: help!

Dear Acme-- I recently purchased an ALU-Blaster 5000 leaf blower, and for some reason can't get it to start. I have looked through all the troubleshooting in the manual, but nothing has helped. The engine turns over a couple of times, but then stops. Do you have any suggestions?

Thanks for your help,

Chris Donahue

Fig. 6







**Address Book**

- Adam Sandler
- Andy Administrator
- Anna Landau
- Curt Customer Service
- David Adler
- David Prock
- Dusta Spark
- Engineering
- Eric Fabieli
- Hogonne Choi
- International
- Jared Lovell
- Jason Cohen
- Jason Leversque
- Jason Smith
- Joe Help
- Julie Underackjer
- Karen Hulerfbaugh
- Karen Quemmen
- LE Clubhouse
- LE Express
- Marcus Kong

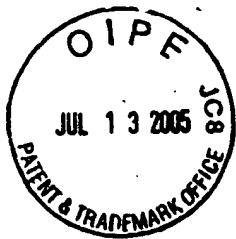
**Assigned Recipients**

To: <Original Sender>

To CC BCC Forward Collaborate Redirect <<Remove View

OK Cancel

Fig. 8



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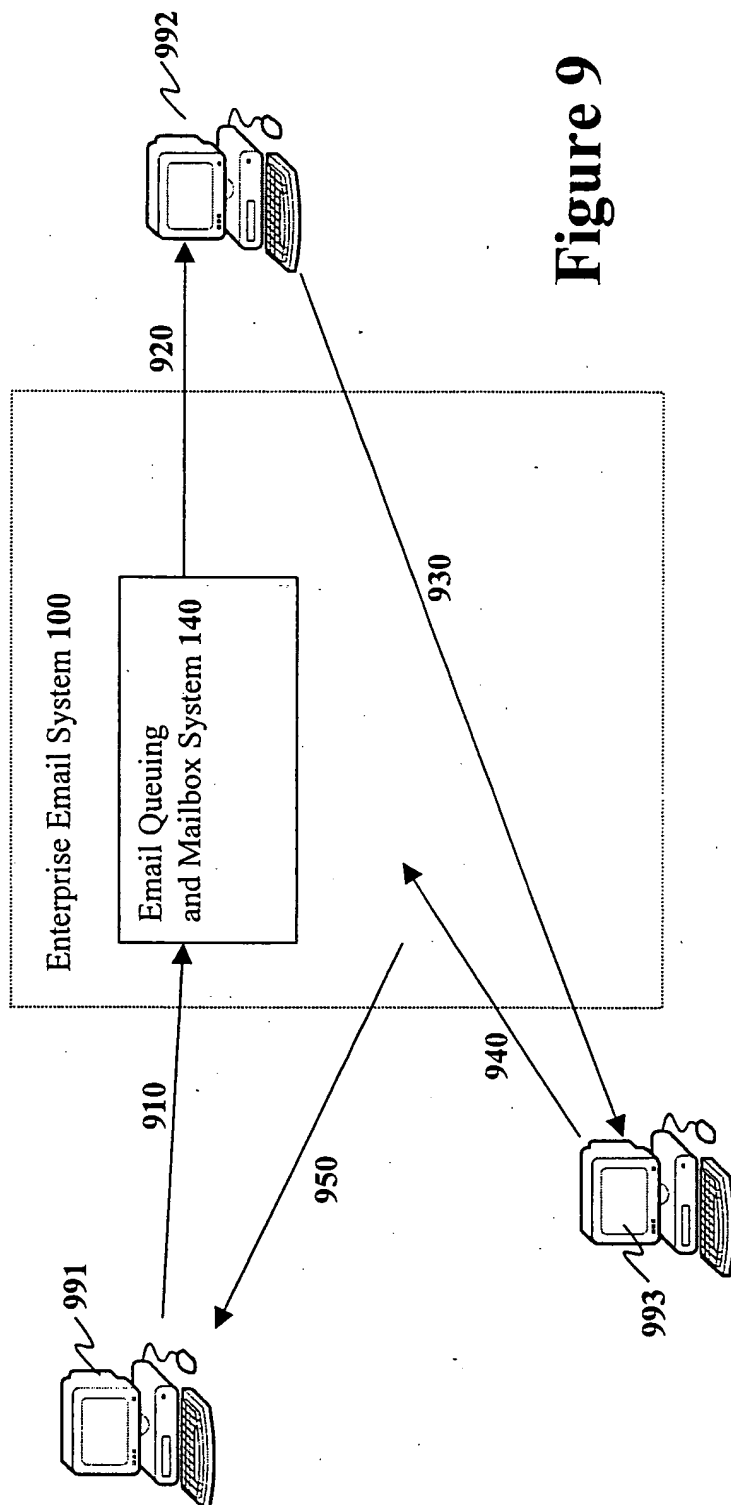


Figure 9



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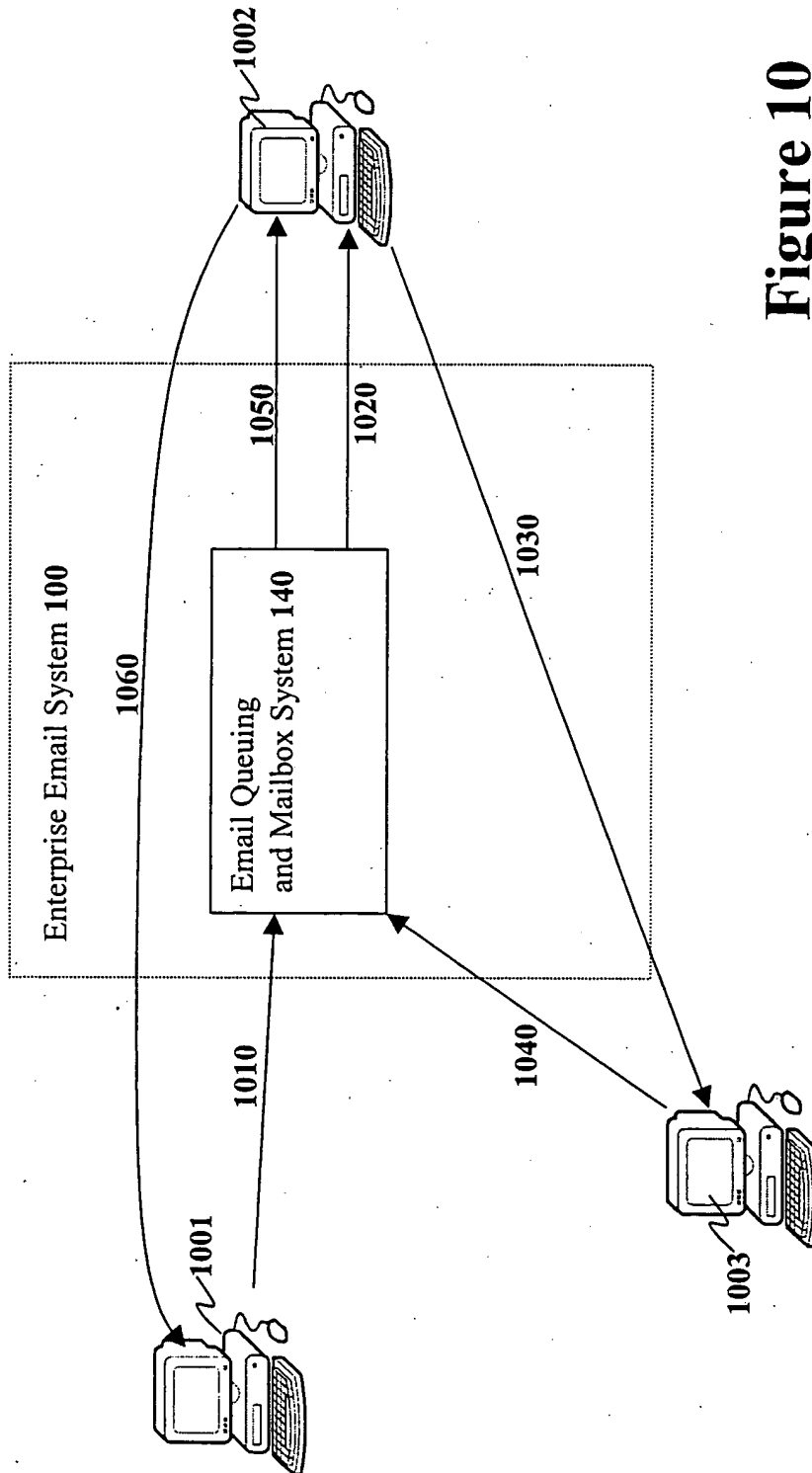


Figure 10